



REQUEST FOR INFORMATION
FOR
TRAVEL SYSTEM SOLUTIONS

RFI NUMBER: BC-21347-A
ISSUED: November 13, 2023

Procurement/Issuing Office:

Department of Procurement & Strategic Sourcing
University of Maryland, Baltimore County
Administration Building, 7th Floor
1000 Hilltop Circle
Baltimore, MD 21250

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SECTION I

Solicitation Schedule

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| Issue Date | Monday, November 13, 2023 |
| Deadline for questions regarding Submission or Procurement Process | Monday, November 27, 2023 on or before 5pm. Questions must be submitted to Teri Michel at theres10@umbc.edu . |
| Submission Due Date | Monday, December 18, 2023 at or before 5:00pm. Submit Technical Proposal to UMBC Box; Respons.18jsiga9duvx9o0e@u.umbc.edu |
| Product Demonstrations | Tuesday, January 16 th ; UMBC will contact invited firms with a time, follow up questions and a meeting link. |

SECTION II

Scope of Services

Purpose

The University of Maryland, Baltimore County (UMBC) is seeking information from qualified vendors to better understand the capabilities and offerings for Travel System solutions. This RFI is not a formal solicitation but a request for information to assist UMBC in assessing potential solutions to meet our travel management needs.

UMBC Background

Established in 1966, University of Maryland, Baltimore County (UMBC) is a top-ranked national university with an inclusive culture that connects innovative teaching and learning, research across disciplines, and civic engagement. At UMBC, we are connected by a shared sense of mission and vision. We combine grit and a supportive community to reach excellence across the board — in the classroom, the lab, and the concert hall; on stage and on the court.

UMBC is now among the fastest-growing research universities in the Nation. UMBC was designated a Doctoral University with Very High Research Activity – also known as Carnegie R1 – in the 2021 Carnegie Classification of Institutions of Higher Education, placing UMBC among the top 146 research universities in the Nation. UMBC researchers are tackling some of today’s most challenging issues, from climate change to inequalities in health and education. Long-term research collaborations with public, private, and academic partners extend our impact across Maryland and around the world.

UMBC utilizes an internally developed and administered system to facilitate the approval, booking and reimbursement of our traveling faculty, staff and students. In fiscal 2023 the UMBC community utilized the system to complete 3,050 trips. This represents a 189% growth in the number of trips taken over fiscal 2022. Although most of this year over year growth is due to the normalization of travel post COVID, the increase in Research and Creative Achievement at the university is a significant driver of travel and we project continued year over year growth of approximately 10% in 2024.

Trips taken by UMBC range from mileage reimbursement for local travel to international travel for extended periods of time to diverse parts of the globe. In FY23 the UMBC community completed 526 international trips to 59 countries. In addition to using UMBC’s internal travel system, international travel requests are routed through Terra Dotta’s International Travel Registry system to assess risks and ensure travelers may be easily located and contacted in the event of an emergency. International travelers are also enrolled in UMBC’s international travel insurance policy, which is currently provided by CISI.

Requested Solution

UMBC requires a comprehensive travel management solution that encompasses both domestic and international travel needs. The solution should facilitate the end-to-end travel process, from pre-trip planning to reimbursement, with an emphasis on user-friendly interface and automation of administrative tasks.

Responding firms should describe how their solution will address the following:

A. Travel Management:

1. Generate itineraries, including flight, accommodation, and transportation details.
2. Enable easy modifications and cancellations of travel plans.
3. Support expense tracking and reporting for reimbursement purposes.
4. Support back and forth communications through the workflow process

B. Federal Regulations Compliance:

1. Ensure compliance with federal regulations regarding federally sponsored foreign travel security, including export control regulations.
2. Facilitate risk assessment and travel advisories to ensure traveler safety.

C. Integration with Existing Systems:

1. Seamlessly integrate with Terra Dotta's International Travel Registry to manage travel advisories and risk assessments.
2. Integrate with the CISI's enrollment portal to streamline the enrollment of travelers in the insurance program.
3. Possess the ability to integrate with UMBC's current systems, such as the human resource management information system and financial systems.
4. Does the product support Single Sign On via SAML 2.0? CAS?

D. Pre-Approval Workflow:

1. Implement a robust pre-approval workflow that allows travelers to seek approval from the appropriate authorities before making travel arrangements.
2. Enable multi-tiered approval processes based on the nature and funding source of the travel.

Section III

Submission Requirements

1. Submission of Information

Submission of your firm's response to Respons.l8jsiga9duvx9o0e@u.box.com

2. Requirements

1. Qualifications and Capabilities

Provide detailed information about your firm's capabilities, including but not limited to:

- Your experience in developing travel systems for educational institutions or similar organizations;
- Features and functionalities of your proposed travel system;
- Integration capabilities and past integration projects;
- Information security measures and compliance with data protection regulations;
- Customer support and training services.

2. References

List at least three clients, preferably in higher education, for whom your firm has provided similar services. Please include:

- Name and location of the institution
- Primary contact person and email address
- Length of time your product has been in use

3. Response

At a minimum, please include the following information with your response:

- A written response to each of the capabilities listed in the Requested Solution.
- A description of how your firm would propose to implement services including a sample project timeline.

4. Demonstrations

Selected firms may be invited to offer a product demonstration on Tuesday, January 16th. UMBC will schedule these one-hour sessions and provide a list of questions/discussion items on or about Tuesday, January 9th.